

# Gundersen Lutheran<sup>SM</sup>

## HEALTH PLAN

1836 South Avenue  
La Crosse WI 54601  
Phone (608) 775-8007 Fax (608) 775-8042  
(800) 897-1923 www.glhealthplan.org



Type of Plan ..... Health Maintenance Organization  
Total Number of Members..... 31,924  
Years of Operating Experience ..... 10  
Total Number of Primary Care Physicians (PCPs)..... 217  
Percentage of PCPs Accepting New Patients ..... 100%  
Percentage of Board Certified Specialty Care Physicians ..... 96%  
Number of Urgent Care Facilities ..... 10  
Number of Dentists.....No Routine Dental Coverage

### ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	A member may seek services from any Plan provider, primary care or specialist, without a referral. Prior authorization must be obtained from the Medical Director when requesting a referral to a non-Plan provider. The Medical Director will respond in writing to the member and Plan physician as to whether the request is approved or denied. If a written referral cannot be processed before the member's appointment, authorization can be obtained by contacting the Medical Management Department.
<b>Medicare Claims Procedure</b>	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). You should then submit the EOMB to the Health Plan for processing as the secondary carrier.
<b>On-Line Services</b>	Gundersen Lutheran Health Plan provides members with on-line services at <a href="http://www.glhealthplan.org">www.glhealthplan.org</a> . Members find health and wellness information, electronic versions of our member newsletters, provider listings, and quality of care and service projects, amongst other content. Members with specific questions or concerns will find an e-mail directory that will allow them to submit their questions to the correct Health Plan department.
<b>Outpatient Mental Health Network/Policy</b>	Referrals are not required for services received from a Plan provider .
<b>24-Hour Nurse Line</b>	(800) 362-9567 Ext. 4454 or (608) 775-4454
<b>PCP Restrictions</b>	The Plan encourages members to use their Primary Care Physician (PCP) to coordinate all of their health care needs. There are no restrictions for PCP designation. Each family member is allowed to designate their own PCP.
<b>Maternity Services Policy</b>	Gundersen Lutheran Health Plan does not have a limited length of stay for hospitalization following a vaginal and/or cesarean delivery. The length of stay is covered according to the patient's medical necessity and the federal Newborns' and Mothers' Health Protection Act of 1996.

### ADDITIONAL INFORMATION

#### Quality Improvement Initiatives

- Increase mammogram rates via member reminder letters.
- Increase chlamydia screening rate an additional 5%
- Increase the rate of routine diabetic screenings (HbA1C, lipid profile, eye exam, microalbumin) via implementation of a diabetes disease management program.
- Increase the percentage of members with heart failure who are receiving the most effective dosage of an ace inhibitor.

Counties in Service Area	Hospitals in County	Major Providers in County*
Crawford	Prairie du Chien Memorial Hospital	Gundersen Clinic - Prairie du Chien Kickapoo Valley Medical Clinic
Grant	Boscobel Area Health Care	Boscobel Clinic Bluff Street Clinic Muscoda Health Center
Jackson	Black River Falls Memorial Hospital	Krohn Clinic
Juneau	Hess Memorial Hospital	Mile Bluff Gundersen Clinic – Wonewoc Elroy Family Medical Center
La Crosse	Lutheran Hospital	Gundersen Clinic
Monroe	Tomah Memorial Hospital	Gundersen Clinic – Sparta Gundersen Clinic – Tomah Scenic Bluff Community Health
Richland	Richland Hospital	Richland Medical Center
Trempealeau	Tri-County Memorial Hospital	Gundersen Clinic- Blair, Independence, Whitehall
Vernon	Vernon Memorial Hospital St. Joseph's Memorial Hospital	Bland Clinic Gundersen Clinic-Viroqua Hirsch Clinic Gundersen Clinic-Hillsboro La Farge Medical Clinic Viola Health Services Center

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.